

# DAIMLERCHRYSLER

## **SAFETY RECALL TO REPLACE YOUR TRUCK'S SECONDARY HOOD LATCH**

Dear Dodge Ram Pick-up Truck Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1994 through 1999 model year Dodge Ram Pick-up Trucks. These trucks have been operated for extended periods in geographical areas using large amounts of road salt for ice and snow removal.

In a previous letter on this subject, we said that we expected to notify you by the end of this year. Replacement secondary hood latches are now available for this recall.

**NOTE: 1994 and 1995 model year trucks that were included in a previous recall involving the hood latch bracket must also have this recall performed.**

***The problem is...***

**The secondary hood latch on your Ram Truck (identified on the enclosed form) may corrode and bind in the "released position." If the primary hood latch is not engaged, and if the secondary latch binds, the hood could open unexpectedly and cause an accident without warning.**

***What DaimlerChrysler and your dealer will do...***

**DaimlerChrysler will repair your truck free of charge (parts and labor). To do this, your dealer will replace your truck's secondary hood latch. The work will take less than ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.**

***What you must do to ensure your safety...***

- **Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your truck or to order it before your appointment.**
- **Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.**

***If you need help...***

**If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.**

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

***Buckle up  
for Safety***

Customer Services Field Operations  
DaimlerChrysler Corporation

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## DAIMLERCHRYSLER

Dear Dodge Ram Pick-Up Truck Owner:

We are writing to inform you of a future safety recall on some 1994 through 1999 model year Ram pick-up trucks. These trucks have been operated for extended periods in geographic areas using large amounts of road salt for ice and snow removal. This safety action relates to a secondary latch that helps secure your vehicle's hood. There is also a primary latch, which is the principle mechanism holding the hood in place. Corrosion of the return spring on the secondary latch may cause the mechanism to bind in the "release position." If the primary latch is not engaged, and if the secondary latch binds, the hood could open unexpectedly.

This recall will include some 1994 and 1995 model year trucks that were involved in a prior safety recall involving the hood latch bracket. We have determined that those vehicles should be further repaired as part of this action.

We expect to send you another notification by the end of this year. At that time, we will ask you to take your vehicle to your dealer for installation of a replacement secondary latch.

During the interim, you can take some simple steps to ensure that your hood is secured. Your truck is equipped with both a primary and a secondary hood latch. If the primary hood latch is engaged, your hood will stay latched despite any corrosion to the secondary hood latch. To ensure the primary hood latch is engaged, open and close your hood strongly, then attempt to pull up on the hood. If the primary hood is engaged, the hood should not lift.

As a further measure, we ask that you lubricate the secondary hood latch in accordance with the instructions on the back of this letter. Lubrication will prevent the secondary hood latch from binding. If you prefer, you may make a service appointment with your dealer and your dealer will lubricate the secondary hood latch free of charge.

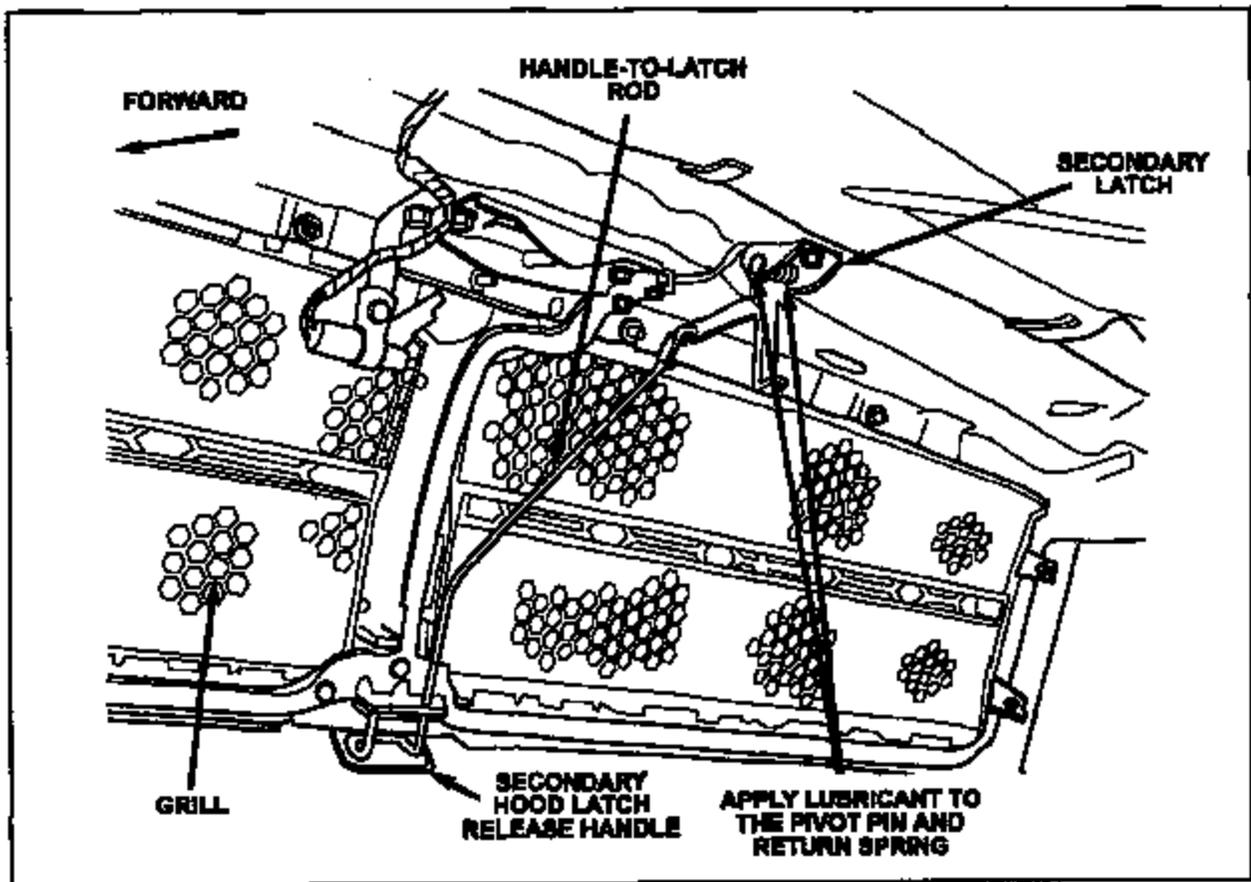
With these simple steps – ensuring that the primary latch is engaged and lubricating the secondary latch – your hood will stay secure. We will again notify you by letter when it is time to make an appointment with your dealer to have an improved secondary hood latch installed on your truck without charge.

We are sorry for any inconvenience this may cause you. If you have any further questions about this action, please call our Customer Assistance Center at 1-800-853-1403. A representative will assist you.

Customer Services Field Operations  
DaimlerChrysler Corporation  
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## **Secondary Hood Latch Lubrication:**

1. With the engine OFF, release the primary hood latch by pulling the hood release lever located below the steering wheel, at the bottom of the instrument panel.
2. Reach into the opening under the center of the grille and push up on the secondary hood latch release handle and open the hood (Figure 1).
3. Using Mopar Spray White Lube (Lithium Grease) or equivalent, spray the secondary hood latch pivot pin and return spring (Figure 1).
4. Push up on the secondary latch release handle several times to ensure that the latch fully returns to the closed position and does not bind or stick. Apply additional lubricant as required until the secondary latch operates freely.
5. Close the hood. Pull up on the hood to make sure that the primary latch is engaged.



**Figure 1 – Underhood View Shown**